

IVR INFORMATION

RE 403 (Rev. 7/00)

INTERACTIVE VOICE RESPONSE SYSTEM

Examination & Original Licensing

The Department of Real Estate offers various examination services by telephone through our Interactive Voice Response (IVR) system. IVR services are available 24 hours a day, 7 days a week. You can call DRE when it is most convenient and cost effective for you!

You may access our IVR system by calling: (916) 227-0900. Please follow the prompts.

**IVR Services Include:**

- Confirmation of your examination date, time, and location. *
- Confirmation of your examination results (pass or fail and the date the notice was mailed). **Please allow three to five business days for results to be processed.** *
- Verification that your original salesperson or broker license number has been issued. *
- Verification that your 18-month conditional transcripts have been processed and date license mailed. Please **allow** a minimum of four weeks for transcripts to be processed.

* Confirmation or verification of the asterisked items may also be obtained from the Department's Web site at: <http://www.dre.ca.gov>.

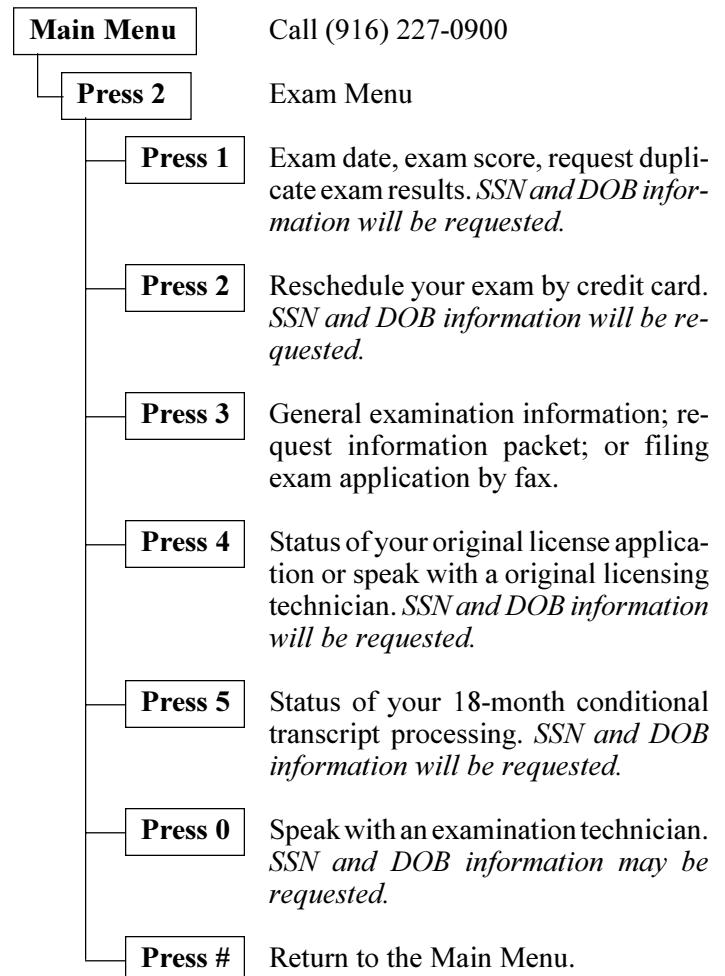
Helpful Hints for Using the IVR System

To access information using the IVR system, a touch-tone telephone is required.

To access your examination or license record, you will be required to enter your social security number (SSN) and date of birth (DOB) when prompted.

If you did not provide your social security number and date of birth information on your examination application, you will be unable to access any automated responses to obtain scheduling information, examination results, original license processing information, or conditional transcript processing information.

We suggest you use appropriate caution if you choose to give your social security number and date of birth to another person for the purpose of accessing the IVR system.

To Access Examination & Original Licensing Information

If you wish to speak to a technician or need to schedule or reschedule an examination with a credit card and reach a busy signal, this means that all available phone staff are assisting other callers. Please try your call again.
